

Cascade County

Job Vacancy Announcement

Position: Care Manager	Closing Date: Open Until Filled
County Dept.: Community Health Care Center	Dept. Admin.: Leslie Southworth
Type of Position: Full-Time, Permanent	Salary: \$15.93 to 18.50 per hour DOE. Union designation to be determined by licensure or certification.
Applications available at Cascade County Human Resources Department, www.cascadecountymt.gov or Job Service. All application materials must be turned in to the Cascade County Human Resources Department and date stamped by 5:00 p.m. on the closing date.	

POSITION DESCRIPTION

The Care Manager works as a core member of the Collaborative Care Team that involves the patient’s primary care provider, nurse, medical assistants, and/or mental health providers in the health center. The care manager is responsible for coordinating and supporting primary and/or mental health care within the health center.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

The Care Manager supports and closely coordinates primary and/or mental health care with the patient’s primary care provider, mental health providers, specialists, or other community resources; screen and gather information from patients; use measurement based tools to track patients (in person and by telephone) for changes in clinical symptoms and gather information about treatment side effects or complications; coordinates with other members of the care team as needed; facilitate in-clinic referrals for other community health center services such as outreach and enrollment, dental, prescription assistance, etc.; participate in regularly scheduled caseload consultation with the care team. Facilitate communication regarding treatment recommendations to the patient’s PCP; support patient engagement and follow-up in care; evaluate patient care plans with care team; document patient encounters, patient progress, treatment, and follow-up care in the electronic medical record system within the scope of practice; facilitates referrals for clinically indicated services outside the community health center (mental health specialty care, substance abuse treatment, housing assistance, etc.); attend and participate in meetings and Quality Improvement activities as required; serve as a member of committees as requested; participate in peer review as part of Quality Improvement activities and in compliance with health center policies; maintains confidentiality according to HIPAA; works as a team player with staff and other community organizations to ensure quality services and program requirements are met to carry out the goals and objectives of the health center program; performs duties efficiently and effectively; follows agency and county policies and procedures; establishes and maintains productive working relationships with fellow employees, supervisors, and the public.

Knowledge and understanding of: Basic computer data entry; general office practices; community resources; cultural sensitivity; HIPAA Privacy and Security Rules; safety policies and procedures.

Skills in: Time management and organization; strong communication; Microsoft Excel, Word, Outlook, Windows, Internet, electronic medical record systems; customer service; written and verbal communication.

Ability to: Collaborate effectively in a team setting; maintain effective and professional relationships with patients and other members of the care team; effectively engage patients in a therapeutic relationship, when appropriate; screen for common mental health and/or substance use disorders; assess patients and create treatment plans for common mental health and/or substance abuse disorders; respond appropriately to an emergency or crisis situation; adapt to changes in the work environment; manage competing demands, changes in approach or method to best fit the situation; deal with frequent change, delays and or unexpected events; adhere to a high degree of confidentiality and sensitivity towards the families involved; maintain confidentiality and compliance with HIPAA privacy and security rules; work with patients with diverse social economic and cultural backgrounds in an empathic, non-judgmental, respectful and professional manner; work with people from all walks of life, such as individuals with various social and emotional histories, high risk, unemployed, and homeless, abused and people with mental health conditions; work independently with little direction but also with a team; read and comprehend materials; analyze and compile information; pass a criminal background check; observe required work hours; communicate effectively orally and in writing; demonstrate punctuality; meet established timelines and/or deadlines; observe established lines of authority; identify problems that adversely affect the organization and its functions; offer suggestions for improvements.

EDUCATION AND EXPERIENCE

The above is typically acquired through a combination of education and experience. At a minimum, all qualified applicants must have:

Education/Experience/Training:

- Bachelor's Degree or Associate's Degree preferred **and**
- 3-5 years of experience in a primary care or behavioral health setting.

Certifications:

- Behavioral Health Aide, Mental Health Aide, Medical Assistant, Chronic Care professional, LPN, or RN.

The successful applicant shall serve a 6-month probationary period and may have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the county.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document (**Part 4**) or DPHHS Handicap Certification **and** Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER